OVERBERG

DISTRICT MUNICIPALITY

**MEDIUM TERM REVENUE AND EXPENDITURE FRAMEWORK
2017/2018 - 2019/2020
SERVICE LEVEL STANDARDS
(DRAFT)**

DESCRIPTION SERVICE LEVEL STANDARD	STANDARD
Solid Waste Removal:	
Premise based removal (Residential Frequency)	No Service
Premise based removal (Business Frequency)	No Service
Bulk Removal (Frequency)	No Service
Removal Bags provided(Yes/No)	No Service
Garden refuse removal Included (Yes/No)	No Service
Street Cleaning Frequency in CBD	No Service
Street Cleaning Frequency in areas excluding CBD	No Service
How soon are public areas cleaned after events (24hours/48hours/longer)	No Service
Clearing of illegal dumping (24hours/48hours/longer)	No Service
Recycling or environmentally friendly practices(Yes/No)	No Service
Licenced landfill site(Yes/No)	No Service
Water Service:	
Water Quality rating (Blue/Green/Brown/N0 drop)	No Service
Is free water available to all? (All/only to the indigent consumers)	No Service
Frequency of meter reading? (per month, per year)	No Service
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer	No Service
On average for how long does the municipality use estimates before reverting back to actual readings?	No Service
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions):	
One service connection affected (number of hours)	No Service
Up to 5 service connection affected (number of hours)	No Service
Up to 20 service connection affected (number of hours)	No Service
Feeder pipe larger than 800mm (number of hours)	No Service
What is the average minimum water flow in your municipality?	No Service
Do you practice any environmental or scarce resource protection activities as part of your operations?	No Service
How long does it take to replace faulty water meters? (days)	No Service
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No Service
Electricity Service:	
What is your electricity availability percentage on average per month?	No Service
Do your municipality have a ripple control in place that is operational? (Yes/No)	No Service
How much do you estimate is the cost saving in utilizing the ripple control system?	No Service
What is the frequency of meters being read? (per month, per year)	No Service
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	No Service
On average for how long does the municipality use estimates before reverting back to actual readings?	No Service
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	No Service
Are accounts normally calculated on actual readings? (Yes/no)	No Service
Do you practice any environmental or scarce resource protection activities as part of your operations?	No Service
How long does it take to replace faulty meters? (days)	No Service
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No Service
How effective is the action plan in curbing line losses? (Good/Bad)	No Service
How soon does the municipality provide a quotation to a customer upon a written request? (days)	No Service
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	No Service
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	No Service
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	No Service
Sewerage Service:	
Are your purification system effective enough to put water back in to the system after purification?	No Service
To what extend do you subsidize your indigent consumers?	No Service
How long does it take to restore sewerage breakages on average?	No Service
Severe overflow? (hours)	No Service
Sewer blocked pipes: Large pipes? (Hours)	No Service
Sewer blocked pipes: Small pipes? (Hours)	No Service
Spillage clean-up? (hours)	No Service
Replacement of manhole covers? (Hours)	No Service
Road Infrastructure Services:	

DESCRIPTION SERVICE LEVEL STANDARD	STANDARD
Solid Waste Removal:	
Time taken to repair a single pothole on a major road? (Hours)	No Service
Time taken to repair a single pothole on a minor road? (Hours)	No Service
Time taken to repair a road following an open trench service crossing? (Hours)	No Service
Time taken to repair walkways? (Hours)	No Service
Property valuations:	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	No Service
Do you have any special rating properties? (Yes/No)	No Service
Financial Management:	
Is there any change in the situation of unauthorised and wasteful expenditure over time?	Decrease/Minimal
Are the financial statement outsources? (Yes/No)	No
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	Wihin 30 days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration:	
Reaction time on enquiries and requests?	1 day
Time to respond to a verbal customer enquiry or request? (working days)	1 day
Time to respond to a written customer enquiry or request? (working days)	5 days
Time to resolve a customer enquiry or request? (working days)	5 days
What percentage of calls are not answered? (5%,10% or more)	2%
How long does it take to respond to voice mails? (hours)	2 hours
Does the municipality have control over locked enquiries? (Yes/No)	N/A
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Weekly
Community safety and licensing services:	
How long does it take to register a vehicle? (minutes)	No Service
How long does it take to renew a vehicle license? (minutes)	No Service
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	No Service
How long does it take to de-register a vehicle? (minutes)	No Service
How long does it take to renew a drivers license? (minutes)	No Service
What is the average reaction time of the fire service to an incident? (minutes)	No Service
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	No Service
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	No Service
Economic development:	
How many economic development projects does the municipality drive?	None
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	PACA process
What percentage of the projects have created sustainable job security?	N/A
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication:	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes